

PROJECT

SORBAEE



Sexual Orientation Religion or Belief and Age Employment Equality

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- Kirsty Wedderspoon, Department of Communities and Local Government
- Rita Wadey, Department of Trade and Industry
- Cleon Hutton, Equality and Human Rights Commission
- Rachel Harris, Citizens Advice
- Flora Williams, Advice UK

The LCF also want me to record their thanks to the project funders:

- Department of Communities and Local Government (DCLG)
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- London Legal Support Trust (LLST)

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- Richard Leong, London Discrimination Unit at Lambeth Law Centre, Senior Solicitor
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 - Sally Robertson
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 - Martin Palmer
- Allen & Overy
- TAEN (Third Age Employment Network)

All those involved, the LCF, funders, the Steering Group, and individual Law Centres should feel that their efforts have been rewarded. The positive evaluation findings offer encouragement for the future development of an innovative model to raise awareness of discrimination in our society and the rights and responsibilities of individuals.

Sally Causer

June 2007

Summary & Recommendations

The Law Centres Federation (LCF) Sexual Orientation, Religion or Belief and Age Employment Equality Project (SORBAEE) was funded by DCLG and the DTI. The project started in February 2006 and finished at the end of June 2007.

The key aims of the project were to:

- Raise understanding and awareness of SORB/Age legislation within Law Centres.
- Support Law Centres to raise understanding and awareness of SORB/Age legislation within their local communities.
- Develop the partnership with the newly formed Equality and Human Rights Commission.

The project provided

- Training in SORB and Age employment equality to Law Centre members of the LCF, and the Scottish Association of Law Centres.
- Publicity, training materials and an awareness raising DVD.
- Funding for 27 Law Centres to cascade training and awareness in their local communities.

What was evaluated?

- Progress against aims and objectives
- Success, impact and outcomes of different stages of the project for different groups and audiences

Key Outputs 2006/7:

- **50 Law Centre workers and 3 advisers from other organisations received training on SORB legislation**
- **29 people from 18 Law Centres and 2 members of staff from the Law Centres Federation attended the Developing Training Skills courses**
- **27 Law Centres delivered 59 training or awareness raising events**
- **1134 people from community organisations received awareness raising training**
- **650 DVDs were distributed**
- **Over 20,000 people will be reached by the project.**

Calculated on the basis that each person trained and each organisation who has a DVD will cascade information to at least 10 other people.

Main findings of the evaluation:

The SORBAEE project has been successful in that:

- It has been overwhelmingly endorsed by stakeholders
- It has been a successful partnership between the LCF, private practice, government departments and the wider community
- It has evidenced the LCF's role in developing national partnerships
- Law Centres have been better equipped to become key strategic partners to EHRC, both at front-line advice provision and second tier legal support
- The profile of Law Centres locally and their role in discrimination law has been raised, assisting in the development of effective local referrals
- A central resource bank including, high quality leaflets, training work sheets and a DVD have been produced
- It is too soon after the project and there are too many external factors to take into account, to be able to draw any conclusion about the project's effect on the level of SO/RB or Age discrimination cases being dealt with by Law Centres

Summary of Recommendations

The LCF national role

- The LCF should continue to develop a structured national approach to equalities work.
- The LCF should continue to raise awareness of the role of the LCF and individual Law Centres at a national level, building on the relationship with specialist agencies.
- The LCF should explore further national funding opportunities to support members to carry out discrimination awareness raising and casework.

Partnership Work

- The partnership between the EHRC and the LCF to be further developed.
- Partnerships with the private legal sector to deliver training for Law Centre staff to be developed further.

Relationship with the EHRC

- The EHRC to continue to support capacity building of Law Centres through a mixture of outreach and grant funding to support skills development and improved capacity.

Training and resources

- The current training model could be expanded to include all strands of discrimination and Human Rights law. Pro bono partners are very keen to participate in this.
- Training and promotional materials to be made more widely available.

1.1 The Sexual Orientation, and Religion or Belief (SORB) Element

The Employment Equality (Sexual Orientation and Religion or Belief) Regulations 2003 outlawing discrimination in employment and vocational training on grounds of sexual orientation and religion or belief came into force in December 2003, in England, Scotland and Wales. The DTI recognised that intermediary organisations such as voluntary and community bodies play an important role in supporting the practical application of the new legislation in providing information and advice about rights and responsibilities.

The DTI in 2004/5 funded a wide range of projects including the delivery of training, advice packs for employers and individuals, conferences and regional network meetings. Summaries of projects funded can be found at: www.dti.gov.uk/er/equality

In 2005 the DTI announced a new round of funding the focus of which was to raise awareness and understanding of the SORB legislation, and pave the way towards the establishment of the Equality and Human Rights Commission (EHRC) in October 2007

They invited proposals that sought to address the following priorities

- Support for advice providers
- Working with Employers
- Networking and awareness raising
- Research and innovation

Lessons had been learned from the first two rounds of funding and the DTI felt that a move towards larger more strategic funding would be effective, and have a longer-lasting impact on raising awareness of the legislation within local communities.

The Law Centres Federation (LCF) submitted a successful application which provided a model to address all of the above priority areas. The application proposed that the LCF would work with members to develop the role of Law Centres in relation to all elements of SORB legislation working with the London Discrimination Unit which is a well respected 'Centre of Excellence' attached to Lambeth Law Centre.

The LCF application stated that their member Law Centres were 'unique suppliers' in that they provide a full range of legal services including:

- Established expertise in discrimination cases
- Close ties to local community groups
- Experience of legal education
- Ability to deliver services to socially excluded groups

1.1.1 Project Objectives

The Sexual Orientation and Religion or Belief (SORB) objectives stated in the grant offer letter from the DTI were:

- The continued awareness raising and understanding of SORB to ensure incorporation of SORB legislation into the practices of Law Centres and other community organisations.
- Mapping existing material and ensuring best practice is distributed nationally.
- Working with the London Discrimination Unit to deliver training firstly to all Law Centres to upskill the existing workforce. Training the Trainer courses will be arranged for those Law Centres at a local level to deliver training within their own communities.
- The setting up of referral networks to refer cases identified during the course of this work.

1.1.2 Funding

The SORBAEE element of the project received the following funding:

- £158,358 from the Department of Communities and Local Government to carry out capacity building activities to raise awareness of The Employment Equality (Sexual Orientation and Religion or Belief) Regulations 2003.

Note: This grant was initially granted by the DTI but was transferred to the Department of Communities and Local Government during the course of the project.

1.2 The Age Element

The Employment Equality (Age) Regulations 2006 was introduced in October 2006 during the course of the project. Again this applies in England, Scotland and Wales. LCF were part of a partnership led by AdviceUK. The other member organisations were Help the Aged, The Age and Employment Network, Advicenow, Youth Access and DIAL UK. The project aimed to provide information and resources for advisers and provision of training and networking opportunities for frontline advice staff on the new Age Regulations and role of the EHRC. This was delivered by up-skilling employment specialist advisors to cascade training to other local generalist advice agencies. The SORBAEE Project Manager attended regular meetings for the Age Partnership Project throughout the duration of the project, and also attended meetings of the Age Advice Network, which is made up of a wider group of organisations who were all funded by the DTI to raise awareness of the Age legislation.

1.2.1 The objectives

The objectives as stated in the Age Equality Project Plan were:

- Advice agencies and Law Centres throughout Great Britain informed about the new Employment Equality (Age) Regulations and equipped to provide advice on the Age Regulations to a wide range of individuals.
- Advice agencies and Law Centres informed about the role of the Equalities and Human Rights Commission.

1.2.2 Funding

£11,750 was secured from the DTI to carry out capacity building activities to raise awareness of the of The Employment Equality (Age) Regulations 2006.

The SORBAEE Project Management

2.1 The Law Centres Federation

Established in 1978, the LCF is a charity and a company limited by guarantee. The LCF supports and promotes Law Centres in England, Wales and Northern Ireland. It is a full member of the Advice Services Alliance. The name 'Law Centre' is a registered trademark, which means that only full members of the Law Centres Federation can use that name. The LCF is the voice of 60 Law Centres, that provide free independent legal advice and representation to some of the most disadvantaged members of society.

The LCF has a relatively small central office, with a Director and eleven members of staff. There are three departments covering London and Regional Development and Policy. The LCF is funded by London Councils, The Big Lottery and the Legal Services Commission. It also receives funding for several projects.

The key areas of support that the LCF provides for members are

- Developing new Law Centres
- Supporting the expansion of Law Centre services.
- Representation at national and regional meetings where legal and advice services are being discussed.
- Advice and assistance to take advantage of new initiatives and partnerships
- Networking and sharing good practice
- Training on management and legal services
- Production of training materials on specific issues
- Advising on contractual and Funding issues

In addition to the SORBAEE project the LCF currently has another equalities project funded by the Disability Rights Commission until March 2007. This funds workers in 13 Law Centres and the Disability Law Service to provide advice on rights involving the provision of goods and services under the Disability Discrimination Act (DDA) Part 11.

More information can be found at: www.lawcentres.org.uk

2.2 The Project Manager

The SORBAEE Project Manager Savita Narain was recruited in January 2006 by the LCF and started in post on 27 January 2006. The post was line managed by Noeleen Adams, Manager of the London Unit at the LCF

The role of the Project Manager was as follows:

- To support Law Centres working in the Project to increase access to SORB legal advice.
- To provide overall co-ordination and operational management of the Project.
- To ensure that there is effective communication between Law Centres, the Law Centres Federation, the Department of Trade & Industry (DTI) and other key stakeholders both regionally and nationally.
- To promote and publicise the SORB Project.
- To take a lead role within the Law Centres Federation in the development of Human Rights and Equalities work including identifying longer term funding sources.
- To explore opportunities for Joint/Partnership working with other Advice Networks or agencies operating in similar fields of work.

2.3 The Steering Group

As part of the initial mapping exercise Law Centres were invited to provide representatives to form a Steering Group. Eight Law Centre workers from across the country volunteered:-

| | |
|----------------|--|
| Bob Clark | Derby Law Centre |
| Bernie Culshaw | Rochdale Law Centre |
| Dai Harris | Enfield Law Centre |
| Cathy Evans | Southwark Law Centre |
| Ken Farrow | (replaced by Keith Holian September 2006), Warrington Law Centre |
| Elayne Hill | Coventry Law Centre |
| Colin Prout | North Manchester Law Centre |
| Shereen Samara | South West London Law Centre |

The terms of reference of the Steering Group were to:

- Act in an advisory role in terms of project strategy and practical implementation.
- Give input to help ensure that the project is relevant to Law Centre needs, and to ensure Law Centres get the best possible value from the project.
- Monitor the progress of the project and give input to ensure that the project's aims and objectives are achieved.
- Comment on, review and check materials produced by the project.
- Champion the project within the Law Centres movement.
- Input into any Law Centres Federation plans for capacity building around employment equality issues.

The Steering Group met 3 times during the course of the project with a further meeting in May with the evaluator.

The evaluation objectives were to consider

- Progress against aims and objectives
- Success, impact, and outcomes of different stages of the project for different groups and audiences
- The effectiveness of the project model
- Make recommendations for future work and how similar projects like this could be improved in the future.

3.1. Methodology

The following background information was available to the evaluator

- Training feedback sheets and reports from training
- Grant claim forms from Law Centres involved in the small grant process
- Results of the consultation on leaflets and posters
- Emails from various people who gave impromptu feedback on the DVD and promotional material

The evaluator held a series of interviews with different stakeholders

- Savita Narain, Project Manager
- Noeleen Adams, Manager of the London Unit at the LCF
- Kirsty Wedderspoon, DCLG
- Rita Wadey, DTI
- Declan O'Dempsey, Barrister Cloisters Chambers
- Richard Leong, Senior Solicitor, London Discrimination Unit, Lambeth Law Centre

- Rachel Harris, Citizens Advice
- Flora Williams, Advice UK
- Cleon Hutton, EHRC
- 5 Law Centre advisers who participated in the training and the grant programme
- 2 representatives from community organisations who had received training

A Steering Group meeting was held in May 2007 attended by the evaluator to seek feedback on what had worked well and lessons learnt for future development.

In addition the following information was collected;

- An evaluation / feedback form was sent to people who had received a free copy of the 'Pride not Prejudice' DVD

The project started in February 2006 and continued until June 2007. It was implemented in six main stages:

- Project planning, initial mapping and launches
- Training for Law Centre advisers
- Developing Training Skills for Law Centre workers
- Development and dissemination of supporting materials
- Grants to Law Centres and Equality through Justice campaign
- Other work: including development of a partnership with EHRC, and other national agencies, developing best practice employment policies for the LCF.

The different groups and audiences that the project was targeted at were as follows:

- Law Centres Federation
- Law Centre workers including Steering Group members
- Law Centres
- Scottish Association of Law Centres
- Pro bono partners
- Funders
- Age project partners
- Partners for SO DVD
- Community, voluntary and advice groups
- Employers
- Members of the public and people who have experienced discrimination.

4.1 Initial mapping, project planning and launches

An initial Project Plan was drawn up by the Project Manager and in order to develop this further a planning and mapping questionnaire was sent to all Law Centres to assess training needs around SORB and Age legislation, to find out about the employment advice services offered by each Law Centre, how many SO or RB cases had been advised on or represented and if any Law Centres had already written materials about the SO or RB legislation. The questionnaire was made available to Law Centres via the internet using Survey Monkey and as a word document.

Overall results of SORB mapping

- Around 75% of Law Centres offer services in employment law
- Employment law capacity in Law Centres ranges from a part time post to 4 specialist employment advisers
- 5 Law Centres have already undertaken some SORB awareness raising
- Numbers of SORB cases reported were low
- 11 Law Centres reported no SORB cases as yet
- Generally Law Centres reported less than 5 SORB cases
- Some Law Centres reported securing settlements for clients
- No Law Centre reported having taken a SORB case to tribunal
- All respondents were happy to give LCF bi-annual updates on SORB casework

During the planning stage Declan O'Dempsey of Cloisters Chambers offered pro bono training support to the project. The London Discrimination Unit were also contacted and commissioned to write a training package for Law Centres on the SORB and Age legislation, with the support of Cloisters Chambers.

Contact was also made with the Scottish Association of Law Centres to involve Law Centres in Scotland in the project, providing them with training and making the grants for capacity building available to them. The SORBAEE Project Manager visited Castlemilk Law Centre in Glasgow.

4.2 Project Launches – March 2007

The London launch was held on 29 March 2006 and the Manchester launch on 31 March 2006. Both were well attended, with around twenty people at each event. A total of 19 Law Centres sent at least one representative along to find out about the project.

At each launch the SORBAEE Project Manager introduced the objectives of the project, two Law Centre workers shared their experiences of SORB awareness raising and casework and a barrister from Cloisters talked about their commitment to the project and providing training to Law Centres. Following the launches a newsletter was distributed to all Law Centres to ensure that those who could not attend were aware of the project and what it was planning to achieve.

5.1 Training for Law Centre Advisers

5 full training days on SORB and Age legislation were held:

| | |
|------------------------------------|------------------|
| London, Allen & Overy | 30 May 2006 |
| Manchester, Manchester University | 6 June 2006 |
| Sheffield, Sheffield Law Centre | 20 June 2006 |
| Bristol, Avon & Bristol Law Centre | 27 June 2006 |
| Glasgow, Adelaides | 14 December 2006 |

In total 50 people from 31 different Law Centres attended the training.

3 trainees were from other advice organisations (vacant spaces were offered to outside agencies after Law Centre bookings had been taken).

5.2 Summary of feedback

The training evaluations showed that all 5 training sessions were successful in improving people's knowledge and ability to advise in all 3 areas covered (Sexual Orientation, Religion or Belief and Age). On average people's knowledge was raised by a whole point on the scale of 1-5 for all 3 areas (where 1 = no knowledge and 5 = full knowledge). On average, people also felt that their ability to advise had been improved by a whole point.

Trainees were also asked to rate their satisfaction with the venue, refreshments, timing, handouts and overall training, on a scale of 0 to 3. The average scores for all of these elements were over 2.3. An average of 2.8 for the training overall showed a high level of satisfaction.

Comments made on the evaluation sheets included:

"very good course, ideal for people advising in these fields" - London

"excellent materials to take away" - Manchester

"very stimulating course" - Sheffield

"thanks, very good friendly trainers and very good materials" - Bristol

"really enjoyed it" - Glasgow

5.4 Age discrimination training

Training on the Employment Equality (Age) Regulations 2006 was held at Allen & Overy on 16 October 2006. The trainer was Declan O’Dempsey from Cloisters Chambers. An opening presentation on demographics and employment was provided by Keith Frost from TAEN.

In total 18 people attended the training; 16 people from 10 different Law Centres and 2 people from London Citizens Advice Bureaux.

5.5 Summary of feedback

The training evaluation showed the session was successful in improving people’s knowledge and ability to advise on the Age regulations.

On average people’s knowledge was raised by over a whole point on the scale of 1-5 (where 1 = no knowledge and 5 = full knowledge). The mean knowledge before the training was 2.1, which was raised to 3.4 after the training. On average, people also felt that their ability to advise had been improved by over a whole point. The mean ability to advise before the training was 2, and this was raised to 3.2 after the training.

Trainees were also asked to rate their satisfaction with the venue, refreshments, timing, handouts and overall training, on a scale of 0 to 3 being the most satisfied. The average scores for all of these elements were over 2.5. An average of 2.8 for the training overall showed a high level of satisfaction.

*“I really enjoyed meeting staff from other Law Centres on a Law Centre only basis in training – given we share similar ethos.
It was great to work with Law Centres south of the border – more please!”
Drumchapel Law Centre*

Comments made on the evaluation sheets included:

*“all excellent” “very thorough”
“good to identify issues and go through the processes”*

5.6 Additional training on Disability Discrimination

The SORBAEE Project also worked with the Disability Rights Project at the Law Centres Federation to organise training for Law Centre advisers on the Disability Discrimination Act. Barristers from Cloisters provided two full day training events, one in London and one in Manchester. This was an example of partnership working adding value to the original funding.

5.7 Developing Training Skills for Law Centre workers

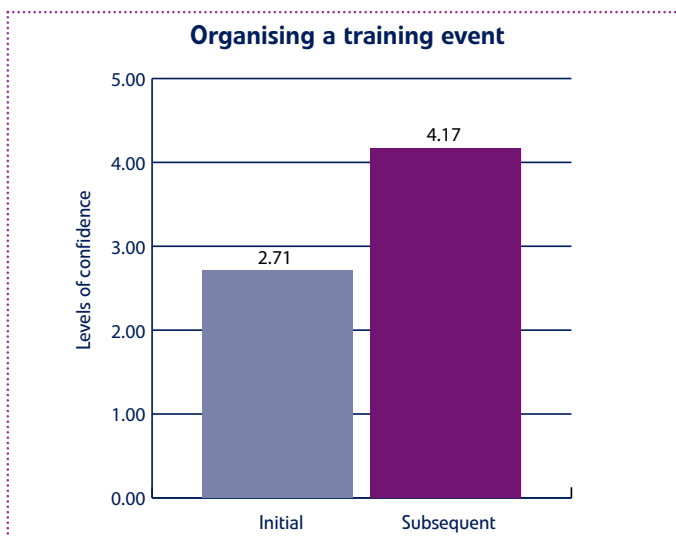
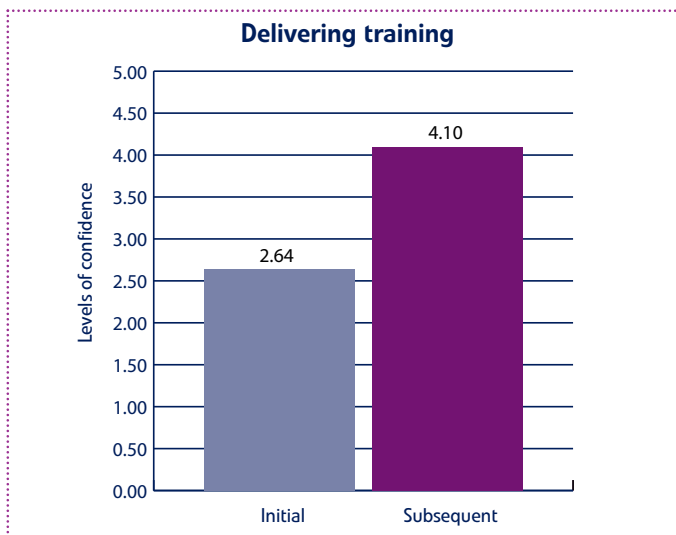
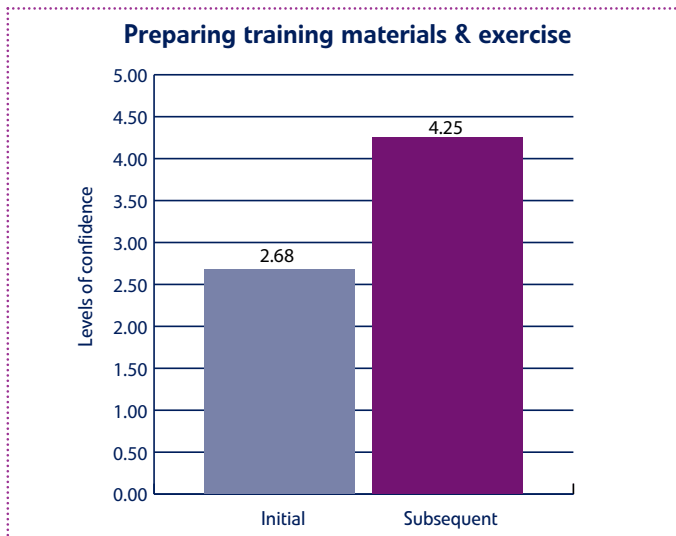
A pilot Training the Trainer course was held in April 2006. A 3 day training NVQ course was brought in from AdviceUK. It was attended by 3 members of staff from the Law Centres Federation and 3 members of staff from the London Discrimination Unit (LDU) at Lambeth Law Centre. Richard Leong from the LDU attended the course, and it helped prepare him to deliver the SORBAEE training for advisers which started at the end of May. The pilot was assessed for relevance to Law Centre workers and value for money and discussed with the project Steering Group. It was decided that a better value bespoke course could be developed internally.

Subsequently 5 Developing Training Skills courses were held for Law Centre advisers. The aim of the course was to develop the ability of Law Centre workers to provide training to people and organisations in their local area.

| | |
|------------------------|----------------------|
| London, Allen & Overy | 5 & 6 October 2006 |
| Manchester, Halliwells | 19 & 20 October 2006 |
| London, Allen & Overy | 2 & 3 November 2006 |
| London, Allen & Overy | 19 January 2007 |
| Glasgow, Adelaides | 8 & 9 February 2007 |

The trainer was Minaxi Panchal, Organisational Development and Training Consultant at the Law Centres Federation.

In total 29 Law Centre workers from 18 different Law Centres attended the Developing Training Skills training.



5.8 Summary of Feedback

The training evaluation showed that all 5 training sessions were successful in improving people’s confidence

Trainees were also asked to rate their satisfaction with the venue, refreshments, timing, handouts and overall training, on a scale of 0 to 3 fully satisfied. The average scores for all of these elements were over 2.7. An average of over 2.9 for the training overall showed a very high level of satisfaction.

Comments made on the evaluation sheets included:

“Course was very well run – very inclusive and empowering” – London 1

“A very good training course. I feel a lot more confident now about presenting training to a group” – Manchester

“Really useful training – will completely change my approach to delivering training.” – Glasgow

6.1 Leaflets and posters on Sexual Orientation and Religion or Belief

15,000 Sexual Orientation leaflets and 15,000 Religion or Belief leaflets were printed and sent to Law Centres to distribute to raise awareness of the regulations and the advice that Law Centres can provide. 1,500 posters were also produced and disseminated.

These leaflets and posters were drafted in consultation with the Project Steering Group. Drafts of the Religion or Belief leaflet and poster were also sent to the Citizens Advice Religion or Belief consultation group. Feedback was sought from a number of faith groups.

6.2 Feedback on the leaflets and posters

"This is beautiful, really well presented." – The Hindu Council UK
"Anne and I were saying how colourful and well designed your SO and RB leaflets are. They really stand out well." – Chesterfield Law Centre
"The information given by the LCF leaflet and DVD were excellent and assisted the training a great deal – Enfield Law Centre

The leaflets were intended for use by Law Centres, but other organisations such as Age Concern, Citizens Advice and Pink Weddings, have also requested copies.

6.3 Training materials

In January 2007 every Law Centre was sent a CD Rom with supporting material to help run local awareness raising events. The pack included template PowerPoint presentations on SO, RB and Age, template monitoring and evaluation forms.

6.4 Feedback on the training materials

"The information and materials supplied by Savita were really useful and helpful. They were informative, comprehensive and easy to use." – Bury Law Centre
"The PowerPoint slides and template forms certainly helped us to keep down the amount of time we spent preparing for the training" – Islington Law Centre
"excellent written materials" – Participant at Hammersmith and Fulham training session

6.5 Pride not prejudice DVD on Sexual Orientation legislation

This DVD was produced in partnership with Southwark Law Centre and Southwark Lesbian Gay Bisexual Transsexual Network. Members of the community in Southwark contributed significantly to the planning and production of the DVD.

The main section of the DVD is 31 minutes long and the whole DVD is captioned.

The DVD is suitable for use in a wide range of different settings:

- By individuals to gain a better understanding of their rights
- By Law Centres and advice organisations to train community-based advisers, community groups and employers
- By employers to raise awareness of diversity issues amongst their employees and to gain a better understanding of their own responsibilities as employers
- By law students and lawyers to gain a better understanding of the legislation

The DVD was launched in London on 18 January 2007. 70 people attended the launch. Baroness Margaret Prosser (Deputy Chair of the Equalities and Human Rights Commission) and Ben Summerskill (Commissioner of the Equalities and Human Rights Commission Chief Executive of Stonewall) spoke at the Launch.

Press releases about the DVD were sent to many different publications and it has been publicised in DIVA, Voluntary Sector Magazine, Discrimination Law Review and Pink News. A flyer about the DVD has also been sent out by email to all unions and various networks.

650 copies of the DVD have been distributed. All Law Centres were sent a copy of the DVD for use in their local training. Requests for DVDs have come from a diverse range of individuals and organisations, including Connexions, further education colleges, police, fire and rescue services, Department of Constitutional Affairs, local authorities, banks, local community organisation, Terence Higgins Trust, ACAS, and a number of unions.

Southwark Law Centre used their SORB grant to run a workshop and produce worksheets to go with the DVD. These worksheets are available on the Law Centres Federation's website and everyone who has already received a copy of the DVD has been sent an email to let them know that they are available to download.

6.6 Feedback on the DVD

A questionnaire was sent to all the agencies who received a copy of the DVD. 34 responses were received. The respondents were from a range of agencies including, LGBT organisations, and public and private sector agencies. The respondents reported that the DVD had been shown to approximately 200 additional people. These included employees, service users and friends and family.

Only one respondent found the DVD not very useful. The content that was found to be most useful were the law and options for action with over 80% reporting that they had an improved understanding of discrimination law.

Only 45 of respondents had used the worksheets but 72% reported that they would do so in the future.

A full summary of the survey results is attached at **Appendix 1**

Some of the comments received about the DVD:

*"These have been popular among the advisors! Could you send me another five copies?"
– Terence Higgins Trust*

*"I have received my copy of this DVD which I found to be very informative and an invaluable educational tool, so I must thank you for sending it out so promptly." –
Sunderland Council*

*"I have already gone out of my way to praise the excellence of the DVD to the other members of Hazel Genn's Public Legal Education Task Force. I thought it was admirable for what it set out to do, and I was amazed it was achieved on such a low budget" –
Sir Henry Brooke*

*"wanted to say many thanks for this – I've only just watched it and think it is indeed good. I'll be commending it within UNISON" –
Carola Towle Unison National Officer Lesbian, Gay, Bisexual and Transgender Equality*

"We used the DVD on a training course together with the PowerPoint presentation on the SORB regulations. From feedback we believe the combination of law, actual cases, peoples experiences and the DVD kept peoples interest, made the training more enjoyable and, hopefully, more effective".- Questionnaire response

"I think this is an excellent tool for raising awareness and promoting a positive and inclusive working environment. Cultural change is urgently required in many workplaces throughout this region and I will use this to educate Royal College of Nursing Representatives to enable them to promote good practice"- Questionnaire response

6.7 Materials on Age legislation from partner organisations

Materials on Age legislation produced by the partnership:

Help the Aged, Advicenow, Age Concern, LCF and The Age and Employment Network have been distributed to all Law Centres:

- *How to recognise cases of age discrimination* by Tamara Lewis Central London Law Centre, published by Help the Aged
- *Age equality regulations, self-tutor guide and posters*, produced by Advicenow
- *Making a case against age discrimination: a practical guide for advisers and Calling time on age discrimination: A mini-guide to age discrimination at work and posters*, produced by Age Concern
- The Age and Employment Network's leaflets

Grants to Law Centres & Equality through Justice Campaign

The Project had a total of £54,500 to fund individual participating Law Centres for awareness raising on SORB and Age legislation at a local level. £50,000 was for SORB work and £4,500 was for Age work.

An application process was drawn up and all Law Centres were invited to apply. 29 Law Centres applied for grants to do a wide range of activities, including training for advice and community organisations, training for employers and public information meetings. An aim of all of the activities was to raise awareness of Law Centres, the support they can offer in employment discrimination cases and encourage referrals. A grants committee made up of 3 Law Centre Federation staff assessed the applications. All the applications passed the grant decision making process and the 29 Law Centres were informed that they had been successful.

- 26 Law Centres received SORB grants of up to £2,000. *South West London Law Centre covers 5 London boroughs and was therefore granted a SORB grant of £7,500.*
- 9 Law Centres received Age grants of £500. *All but 2 of the Law Centres which received Age grants also received a SORB grant.*

A full list of Law Centres, grants and activities is shown in **Appendix 2**

The participating Law Centres all completed grant claim forms by the end of May 2007.

2 Law Centres: North Kensington and Plumstead were unable to carry out the planned training.

Many Law Centres started their activities during Equality through Justice Week, 22 – 28 January 2007. A campaign plan was drawn up to promote the work that Law Centres were undertaking and a guide to working with the media and a template press release was distributed. The SORBAEE Project Manager sent information about the Equality through Justice Campaign to media and partner organisations. Campaign information, including case studies of employment discrimination cases was made available on the Law Centres Federation's website at www.lawcentres.org.uk.

7.1 Summary of outputs

Number of training sessions/ events: 59

Case Study Bury Law Centre

Bury Law Centre is a relatively new Law Centre (3 years) and doesn't have a training room so it was decided that the most effective way of carrying out awareness raising around the new legislation was to hold a one day public information stand in Millgate Shopping Centre, Bury. The date fell within national SORBAEE campaign week and a Wednesday was chosen because it was market day and we hoped to attract more people.

The Practice Manager, the employment caseworker and the Development Worker, led the event with support from four staff on the day. A booklet about BLC services was produced with SORBAEE grant funding. A leaflet carousel, display board and information table was staffed throughout the day. Staff took enquiries for signposting and a prize draw/advice survey was also promoted.

The information stand generated 43 enquiries and 62 leaflets were distributed.

The Law Centre attended an additional event at the Town Hall on Tuesday 6th February 2007. This was a local promotion for Age of Opportunities for people aged 50 and over. This fitted in well with the information Bury Law Centre had already produced for the event in Millgate Shopping Centre.

The Law Centre also attended an event on Friday 9 March for International Womens Day and several leaflets were taken and enquiries made about the Sexual Orientation legislation.

The Law Centre feels that the event was a useful promotional tool as the visible presence in the shopping centre made people aware of the work that the Law Centre does. As a result of the outreach work the Law Centre has now become involved in an older people's forum, and local networks around domestic violence. Staff felt that the relationship with the CAB has strengthened with more effective referrals generally.

Case Study Haringey Law Centre

Training was provided on 22nd and 23rd January, 2007, 32 advisers from a cross-section of community groups in Enfield and Haringey attended two detailed introduction and training days on age, religion and sexuality discrimination in employment. Advisers came from Age Concern and Mind, the Richmond Trust, 14 volunteer advisers from the local Citizen's Advice Bureaux, local solicitors and social workers, the Muslim Community and Education Centre, people involved in local lesbian and gay networks and other voluntary organisations.

An experienced lawyer provided the training, and representatives from the Law Centres of both boroughs and many CAB advisers attended. Information, leaflets and DVD from the LCF were shown. Participants were provided with handouts and referrals and further information and resource sheets.

7.2 Profile of participants

Training participants were asked to complete a profile including age, ethnicity, religion and sexuality.

29% (140) Identified themselves as from a non British community group

Of the people who identified that they practised a religion

| | | |
|------|-------|--|
| 0.5% | (1) | identified their religion as Buddhist, |
| 69% | (134) | as Christian, |
| 2% | (4) | as Jewish, |
| 21% | (41) | as Muslim, |
| 2% | (4) | as Sikh and |
| 0.5% | (1) | as Atheist. |
| 4% | (8) | marked 'Other'. |

A smaller number of people completed the question on sexuality with 5% (15) identifying themselves as Lesbian, Gay or Bisexual.

A full profile for the participants who responded is attached at **Appendix 3**

Case Study Southwark Law Centre

The Law Centre in partnership with Cambridge House Law Centre provided training on Sexual Orientation, Religion or Belief, Discrimination and Age Discrimination to Community organisations and advice centres in Southwark. 15 people attended the training.

In partnership with the LGBT coordinator in Southwark the Law Centre held a forum for LGBT workers to develop a worksheet for the DVD on LGBT workers rights. 10 people attended ranging from local residents to human resources workers. Three worksheets and a legal and non legal glossary to be used by individuals and in workshops have been designed to accompany the DVD.



7.3 Summary of feedback from Participants

The Law Centres Federation provided template evaluation sheets for the activities to be carried out by Law Centres, but because these differed e.g. some training was provided in a formal setting and some by means of information and awareness events it is not possible to provide overall standard comparisons.

A full summary of the comments received are attached at **Appendix 4**

The following are a sample of responses

Rochdale Law Centre

The public meeting had 50 people attending, an interesting debate and publicity in the local press. The training session was also successful. The participants felt it had been very useful.

Bradford Law Centre

There was generally a low level of awareness of the law in this area amongst those attending the training. There was clearly a need for such training and all participants were enthusiastic and supportive of the purpose of the legislation.

Luton Law Centre

SORB – most people stated that they had some knowledge of the area, at the beginning, and indicated that they felt they had moved forward and were more confident in their knowledge and ability to advise, by the end of the course. Two people were already very knowledgeable, but still said they had found the course useful as confirmation and affirmation. Everyone was very satisfied with the practical arrangements, venue, refreshments etc.

AGE – Several people moved from rating themselves with 1s and 2s at the beginning to 4s by the end, so a good indication of increased confidence. Almost everyone said that the case studies the trainer used were the most useful and interesting part of the training. Everyone was happy with the venue, refreshments etc.

Paddington Law Centre

In the adviser training all participants felt that they had achieved their objectives in attending the course and all felt very or fairly confident that the skills and knowledge they had learnt could be utilised in their jobs. Some felt the pace of the course was too fast (half day on each subject area) and some would have preferred more time for discussion and working on case examples, but recognised that this would have required longer courses.

All participants were happy with the trainer and felt she had good knowledge of the subject areas and happy with course materials.

The community organisation session was well received and allowed more general discussion as the participants only needed to have the outline of the legislation in order to be able to raise knowledge of it within their communities. There was particular interest from this group of the position for employers as they felt this had relevance to their management committees and trustee boards. There was also interest in the position regarding volunteers and many people felt that a course designed for Management Committee members would be useful.

Case Study Streetwise Law Centre

Streetwise is the only specialist Law Centre in the England for children and young people aged 13-25 years, providing advice and legal representation on areas such as benefits, homelessness, dismissal, unfair treatment or discrimination at work, school exclusion and bullying, welfare rights for asylum seekers, refugees and other migrants, problems around care and leaving care, accessing support around disabilities.

Examples of Age discrimination cases that Streetwise have dealt with include a 17 year old being paid less than the minimum wage and a case that also included a sexual harassment issue.

Natasha White Legal Adviser/Project Manager Streetwise Law Centre attended the LCF training in May 2006, and found it very useful particularly as a means of updating knowledge and sharing good practice with other Law Centre workers.

Streetwise subsequently received a grant through the age element of the project to provide awareness training for other agencies working with young people. The following activities were provided:

- An e-mail bulletin to housing support workers, youth support and youth workers, youth advocacy workers, children' rights campaigners, children' rights officers and Connexions workers;
- An e-mail question and answer service to *front line youth support staff* in the national Equality through Justice Week;
- A free training session intended particularly for *front line youth support staff* working with vulnerable young people in the voluntary sector held at the Connexions Centre in Croydon on 2 March 2007

The training was attended by 7 Connexions workers, a member of staff from Croydon Drop In and Streetwise colleagues.

Paul O'Donnell, Connexions adviser was one of the participants on the training programme. Paul's role is to assist young people into employment and training. As part of this work he advises employers of their responsibilities under employment legislation.

Paul and 2 other Connexions colleagues attended the training provided by Streetwise Law Centre. Prior to the Law Centre training Paul had been provided with information on the new Age discrimination legislation but had not attended training. Overall Paul felt that the training was excellent and the trainer (Natasha White) made what could have been a dry subject, lively and interesting. The quality of the handouts were very good and Paul has since referred to them in his work.

Paul has dealt with a number of queries re age discrimination. These have included employers refusing to consider taking on 16-17 year olds who have applied for a job. In these cases his role is to firstly contact the employer to ascertain the facts, and to challenge any perceived discrimination. The training has increased his confidence in identifying and dealing with discrimination issues and he would refer any serious cases to the Law Centre.

He already had a good idea of the work of the Law Centre because they provide a weekly outreach in the Connexions office. This means that they are consulted regularly by Connexions staff.

Feedback from the training suggests that course participants would have liked a longer course and a follow up course in future to be kept updated in changes in employment legislation which affect young people.

Streetwise already had good links with community organisations but Natasha feels that the training helped to clarify their role in providing advice and advocacy in discrimination cases. Since the training there has been an increase in queries regarding discrimination from community agencies coming through on the advice line.

Natasha felt that the model for the project worked well with LCF providing central coordination. She would welcome similar initiatives which might have some funding available for Streetwise to carry out further training.

7.4 Grants to Law Centres- Outcomes and lessons learned

In addition to the information about the activities provided and feedback from the participants the grant claim forms asked a series of other questions

7.4.1 So far, have you seen any changes to the types of cases coming into the Law Centre, e.g. increase in SO, RB or Age enquiries?

Although some work in the area of the new discrimination legislation is being carried out by most participating Law Centres, overall there has not been a significant increase in numbers of cases being referred to the Law Centres as a result of the training and awareness raising. Further monitoring needs to be undertaken over time.

Sample Comments

"When the SO and RB legislation came in, in 2003, the number of cases coming through was very slow. But now we are getting lots of RB cases, mostly Asian Muslims. However we have not had any SO cases, I suspect that the reason for this is because gay and lesbian clients would want to seek help from specialist organisations other than a Law Centre. The number of age discrimination cases coming through is slowly increasing. The only RB appeal is Mohmed which is one of our cases and is presently at the Court of Appeal."

London Discrimination Unit – Lambeth Law Centre

"As yet, sole increase has been in Age enquiries but a number of other groups (e.g. fellow tenants in business centre) are asking when the next course will be."

Drumchapel Law Centre

"We are definitely seeing an increase in the numbers of enquiries about age discrimination, but so far nothing noticeable in the SO and RB areas."

Luton Law Centre

"We have had an increase in referrals of age discrimination cases. We have also taken on a case of discrimination for a transgender client. We already had a high profile in respect of religion/belief discrimination, but find we continue to attract these cases."

Kirklees Law Centre

"A union steward did refer us a client with a SO related complaint after the training but upon further investigation it transpired that the merits of the discrimination claim were weak and, in any event, the client did not want to pursue the matter to a tribunal."

Hammersmith and Fulham Law Centre**7.4.2 Have you learned any lessons from the work that would be useful to share with others?****Sample comments**

"We were very pleased with the response to the training courses and intend to do others in the near future – especially if we can get funding to run them. In future we will try to streamline the administration because it is a big undertaking and strain on resources but it is a good way to raise profile and network." **Newcastle Law Centre**

"I think it takes time, over a number of training sessions, to hone the training. With a one-off event, particularly with a new, complex area of law like SORB, there is little case law. It was important to handle group discussion sensitively around the concepts of SO RB discrimination which can be challenging for the trainer. SORB, and to a lesser extent age, raises issues that people can become very emotive and entrenched about and therefore can be difficult to discuss rationally. Conversely it also can have the effect of making people become even more 'politically correct' and unwilling to air issues, than they were before"

Saltey and Nechells Law Centre

Sample Comments *continued*

"It was an enormous amount of information to digest, especially for newer advisers and a more interactive style might have been useful, allowing for small group work and test examples, if time had been available. It was also apparent from the questions that the Age Discrimination legislation was considered to have wider scope and therefore of more interest. Also voluntary sector organisations would benefit from having sessions aimed at the management committees or board members". **Paddington Law Centre**

"Limited amounts of money being offered to Law Centres. Grants do not allow full cost recovery to be included. We need more funding opportunities like this. LCF needs to broker more funding opportunities for us." **Chesterfield Law Centre**

"We had a mix of ability and experience among the trainees, so had to employ a 'one sizes fits all' and pitch the level of training to the middle band. We had one person who had no advice experience at all, and we perhaps should have explained more in our publicity that the training was aimed at advisers although it is also good to offer the training to anyone who wants it!" **Barnet Law Centre**

7.4.3 What were the most positive points of carrying out the work funded by the grants?**Sample comments**

"We improved connections with other local groups and the possibility of doing more training for them in the future." **Carlisle Community Law**

"We all feel more confident in taking these types of cases on in future and look forward to the opportunity to advise clients on these issues." **Islington Law Centre**

"This has reinforced the benefits of working in partnership with other agencies." **Kirklees Law Centre**

"The written materials supplied by SORBAEE and the London Discrimination Unit went down very well and provided attendees with a permanent resource to refer to". **Hammersmith and Fulham Law Centre**

"This project has been a really positive experience for us. It has enabled us to raise our profile within the statutory, voluntary and advice sectors in Derbyshire and Derby City. It has enabled us to think more about our role within Derbyshire, how we should be encouraging organisations in breaking down barriers in order to enable marginalised people to maintain/obtain employment and undertake volunteering opportunities.

We are already planning to put on another eight free employment discrimination courses in the Autumn 2007 and Spring 2008

Members of Derbyshire Advice Network gave their support for this project to go ahead. It has further built on good working relationships between members of the Derbyshire Advice Network.

We were amazed at the amount of people who registered their interest to attend our courses. We realised that next time we shall also be publicising our courses to Councillors and workers within the health sector." **Chesterfield Law Centre**

"A positive link has been made with a local solicitors firm who have provided training facilities on a pro- bono basis." **Satley and Nechells Law Centre**

Other work carried out as part of the project

8

8.1 Working with the Commission for Equality and Human Rights (EHRC) and equalities agenda.

On behalf of Law Centres and with the help of the project's Steering Group, the SORBAEE Project Manager sent a response to the Equalities Review consultation.

The SORBAEE Project Manager has attended a number of meetings with the EHRC Transition team, alongside the Law Centres Federation Director and Policy Manager. The meetings with the EHRC were seen as particularly important as a way of raising awareness of the work of Law Centres around equality issues and to engage and build relationships with the EHRC at a very early stage. The meetings also enabled the Law Centres Federation to get some insight into the planning of the EHRC.

8.2 Improving the employment practices of the Law Centres Federation and Law Centres

The SORBAEE Project Manager has been working with Allen & Overy to revise the Law Centres Federation's employment policies on a pro bono basis.

After the Law Centres Federation has adopted these new policies they will be disseminated to Law Centres as model policies.

The ACAS model equal opportunities policy and anti- bullying policy has already been distributed to all London Law Centres.

The project organised two workshops at the Law Centres Federation's Annual Conference in November 2006. One on managing diversity – beyond equal opportunities and the other on good recruitment practices.

8.3 Employment equality email group

The SORBAEE Steering Group suggested that this email list be set up. It aims to help employment caseworkers within Law Centres to share information, good practice and expertise in discrimination legislation. The SORBAEE project used the list to send out occasional emails with useful information such as details of future training or events. There are 65 caseworkers on the list who work in Law Centres across England and Wales. **employmentadvisers@lists.lawcentres.org.uk**.

The revamped LCF website was launched in January 2007 and includes an employment forum page. The SORBAEE Project Manager correlated the SORBAEE project email list with the employment forum membership list when the project ended. This ensures that Law Centre workers in contact with the SORBAEE project could keep in touch with each other and the LCF through the employment forum on the website.

Findings & Recommendations

Main findings of the evaluation:

- **The project has been overwhelmingly endorsed by the stakeholders.**

All Law Centres who participated in the training and the grant process have endorsed the effectiveness of the project. There was an enthusiasm amongst the Law Centre workers who were trained to cascade this knowledge to community groups. Some, like Chesterfield are planning to carry out further work.

It was generally felt that contact between LCF and Law Centres and between different Law Centres is seen as valuable and adds to the cohesiveness of the movement. There is a sense that caseworkers have been operating more and more in isolation due to pressures of work including maintaining Legal Services Commission contracts and this project provided an opportunity to take a more proactive approach. Second tier advice is recognised as a valuable way to support community organisations but there is very little resourcing of this within Law Centres.

There is also evidence that participants from community organisations found the awareness training valuable for their on going contact with service users. Some of the positive outcomes that the Department of Communities and Local Government noted were: the attractive leaflets and posters, the added value of the DVD which wasn't in the original LCF application, the flexibility of the programme and the Law Centre's good reach into local communities.

The DVD and promotional materials have been particularly well received by a wider group of agencies, from all sectors.

- **It has been a successful partnership between the LCF, private practice, government departments and the wider advice and community sector**

By working in strategic partnership with the voluntary advice sector the Department for Communities and Local Government have reached a wide section of the public. It is estimated that each person who received training or has access to a copy of the DVD may cascade this information to at least 10 other people, reaching in the region of 20,000 people.

The EHRC feel that the LCF project demonstrated good partnership working with Cloisters Chambers providing Pro Bono training activity, and supporting the development of training materials.

Cloisters Chambers provide training on a wide range of public law areas. They became involved in the SORBAEE project after contacting the London Unit Manager at the LCF to offer training to Law Centres. One of the aims of offering training was to promote closer links with Law Centres.

The Age element demonstrated wider partnership working with adviceUK, The Age & Advice Network (TAEN), Advice Services Alliance's Advicenow project, Help the Aged, and Youth Access. The LCF contributed to the project implementation by sitting on the Project Management Team throughout the lifetime of the project, strengthening the LCF's relationship with other members of the advice sector.

- **It has evidenced the LCF's role in developing national partnerships**

The Department for Communities and Local Government has reported that overall they are pleased with the development of the project. It was noted that they found it helpful to have a Project Manager as the lead contact. The quality of reports provided has been high and there was good communication.

The Law Centres that were interviewed all supported the model of the LCF submitting national funding applications. This was felt to be more effective than individual Law Centres responding to national initiatives.

The support from the Project Manager was appreciated by all the Law Centres that the evaluator interviewed.

Although Scotland is outside the remit of the LCF, important links have been formed, with the Scottish Law Centres expressing enthusiasm for further joint projects.

- **Law Centres have been better equipped to become key strategic partners to EHRC, both at front-line advice provision and second tier legal support to local communities**

The EHRC stated that the LCF and Law Centres play a key role in the development and delivery of specialist discrimination advice. The tools developed and approach used by the LCF provide a positive example of capacity building activity which the EHRC can learn from, develop and build upon in the future.

- **The profile of Law Centres locally and their role in discrimination law has been raised, assisting in the development of effective local referrals**

The majority of Law Centres who provided the awareness training and events reported that this had been a useful outcome for them. Smaller community and specialist organisations may be 'early noticers' of issues such as discrimination. Cascading training to community organisations is an effective way of working towards more effective referrals.

Some of the participating Law Centres reported an increased number of referrals and enquiries from community groups. One of the benefits of increased partnership working is the strength that partner agencies e.g. specialist community groups can add to a campaign against discrimination, for example by using their social profile and understanding of the particular client group to work with the media. Richard Leong from the London Discrimination Unit (LDU) felt that the training enabled the LDU to develop closer links with specialist community agencies. As well as raising the profile of their work this will enable the LDU to seek support from specialist organisations when running discrimination cases e.g. a representative of the Adult Dyslexia Organisation attended the training and the Law Centre has since used their expertise on a case involving disability discrimination. This cooperative work is mutually beneficial to both organisations in terms of referrals of discrimination cases and non legal support for clients.

It would be interesting to test longer term with Law Centres whether the partnerships have continued and whether local referrals have therefore become more effective.

- **A central resource bank including, high quality leaflets, training work sheets and a DVD have been produced**

The production of these materials adds to the sustainability of the work of the project. The production of the DVD is seen as added value by the DCLG as it wasn't included in the original application.

The fact that the worksheets were produced in partnership with LGBT groups in Southwark demonstrates effective partnership working and the involvement of key organisations in the project.

Many comments were received about the attractiveness and usefulness of the promotional leaflets. Several Law Centres felt that information on case law and strategy in the area of discrimination law should be more widely shared

- **Level of need for individual advice and support on SORB and Age discrimination**

It is too soon after the project and there are too many external factors to take into account, to be able to draw any conclusion about the project's effect on the level of SORB or Age discrimination cases being dealt with by Law Centres.

Summary of Recommendations

The LCF national role

- **The LCF should develop a structured national approach to equalities work**

A possible way forward to replicate this successful model might be to create an equalities officer post within the LCF. This person would be responsible for identifying sources of funding, promoting the work of Law Centres at a national level and project management. Effective admin support would also be necessary to maximise the benefits of the role.

In addition it would be beneficial to maintain the Equalities Steering Group. This may need some resourcing such as travel expenses, and administration which could be built into any future funding bids for this area of work.

Law Centre workers tend to be goal orientated so in order for this to be useful the group would have to develop a very specific work plan.

- **The LCF should continue to raise awareness of the role of the LCF and individual Law Centres in discrimination law at a national level, building on the relationship with specialist agencies**

One of the wider outcomes for the LCF of this project has been engaging with specialist organisations such as the Terence Higgins Trust, and faith groups. This was evidenced by the representatives who attended the launch of the DVD. Many of the 70 people who attended were from agencies who are not usually involved with the LCF or Law Centres.

The London Discrimination Unit commented that they have not as yet had any Sexual Orientation cases, and suspect that the reason for this is because gay and lesbian clients tend to seek help from specialist organisations rather than a Law Centre. This may be the case in other areas of discrimination law where individuals seek initial support from trusted community agencies. It is essential therefore that Law Centres further develop relationships with agencies at a national and local level to ensure that effective referrals are made and that second tier consultancy can be provided where possible.

- **The LCF should explore further national funding opportunities to support members to carry out discrimination awareness raising and casework**

The model whereby the LCF fundraise and hold a central pot of money seems to have worked well and this could be replicated. Some of the benefits include effective administration and liaison with funders and an ability to promote the work across all member Law Centres, and to engage with cross network partners.

A key outcome that the LCF wanted from the project was to encourage members to work more closely together. Law Centre staff are often working in isolation and due to pressures of caseloads rarely have time to share good practice or to engage with other community agencies.

A challenge for this project has been the dynamic between raising awareness of employment rights and the role of Law Centres, balanced against the problem that Law Centres face with lack of resources to meet the demand generated. For example Saltley and Nechells Law Centre does not have any specific funding for Employment case work and casework is carried out under tolerance on their existing LSC contract, and accounts for only 10-20% of casework.

Further funding on all aspects of discrimination and employment law would be useful in enabling Law Centres to provide high quality training to community groups and not for profit organisations within their area.

The LCF are currently exploring the possibility of setting up a Pan London Employment Tribunal Project involving Law Centres across London, with London Councils as a possible funder. This would have a particular emphasis on discrimination issues. If successful the model could be rolled out in the regions and would provide an important way to ensure that test cases were able to be undertaken.

A lack of on-going funding could have a detrimental impact upon progress made in awareness raising and skills development in the longer term and due to the limitations of LSC funding, such outreach work is reliant on other external sources of funding.

Relationship with the EHRC

- **The partnership between the EHRC and the LCF to be further developed**
- **The EHRC to continue to support capacity building of Law Centres through a mixture of outreach and grant funding to support skills development and improved capacity**

Law Centres are uniquely positioned as trusted community organisations reaching some of the most disadvantaged members of society. The LCF will be an effective partner for the EHRC, using the experience of members to assist in the development of this new organisation, helping to identify emerging priorities, and meeting strategies. The SORBAEE project has been effective in helping to develop this relationship.

The EHRC will be raising awareness of the rights and responsibilities of individuals, employers and organisations. In order for people to be able to exercise their rights the voluntary advice sector has to be equipped to cope with the subsequent need for advice and advocacy. The LCF feel that the new EHRC should continue to fund partner agencies to take on casework and enable individuals to access representation. This is the only way that the legislation can be effective and that case law in some of the emerging areas can be established.

The tools developed and approach used by LCF provide a positive example of capacity building activity which the EHRC can learn from, develop and build upon in the future.

Training Partnership with the Private Sector

- **Partnerships with the private legal sector to deliver training for Law Centre staff to be developed further**
- **The current training model could be expanded to include all strands of discrimination and Human Rights law**
- **Further training skills courses to be developed**

The LCF project demonstrated added value and good partnership working with Cloisters Chambers providing Pro Bono training activity, and supporting the development of materials. Toos Chambers were also involved towards the end of the project, helping with the DVD worksheets.

In order to progress the training partnership a programme of training around the different strands of discrimination law including access to goods and services, could be planned. A further training needs analysis could also test with Law Centres the need for training on Human Rights Act issues, either as a general overview or on a themed basis e.g. privacy and information.

One suggestion is to arrange free Developing Training Skills courses for all trainers working with the LCF, both pro bono and paid to ensure that they are skilled trainers. This was suggested by one of the Cloisters barristers involved with the project and is a way of offering something back to pro bono trainers in return for their help.

Other areas of pro bono help offered by Cloisters are personal development for Law Centre advisers in training in advocacy skills. However, there will be a resource implication for the LCF including publicising the courses, administration, production of materials and venues.

- **Training and promotional materials to be made widely available**
- **Sponsorship for the production and distribution of further copies of the DVD to be produced**
- **A forum to discuss Equalities issues within the LCF to be maintained**

Since the commencement of this evaluation in May 2007 the LCF have further updated their website to include downloadable versions of the work sheets and the DVD. An employment forum exists and the contact details for Law Centres participating in the SORBAEE project have been added. This will help to ensure that Law Centre workers can keep in contact and discuss discrimination issues through the employment forum on the website.

It may also be possible to investigate placing the DVD on YouTube, and seeking sponsorship for additional production and wider distribution, possibly through the media or Trade Unions.

The LCF should continue to work on the content and marketing of their website to ensure that all Law Centre staff are aware of the materials they can download and to encourage them to participate in the employment forum.

- **Tracking numbers of SORB and Age Discrimination cases**

Longer term investigation to be carried out into the number of SORB and Age Discrimination cases being taken, generally and via Law Centres, and reasons as to why these might be low.

Please tell us whether you requested the DVD as an individual or for an organisation. If you requested the DVD for an organisation please tell us what type of organisation.

| answer options | Response Percent | Response Count |
|--------------------------------------|--------------------------|-----------------------|
| Individual | 26.47% | 9 |
| Not for profit organisation/ charity | 32.35% | 11 |
| Public sector organisation | 8.82% | 3 |
| Union | 2.94% | 1 |
| Private sector company/ organisation | 5.88% | 2 |
| LGBT group | 8.82% | 3 |
| Other (please specify) | 14.71% | 5 |
| | <i>answered question</i> | <i>34</i> |
| | <i>skipped question</i> | <i>0</i> |

Other (please specify)

test
fe college
press
voluntary
Individual

Please tell us your geographical location.

| answer options | Response Percent | Response Count |
|------------------------|--------------------------|-----------------------|
| NW England | 8.82% | 3 |
| NE England | 11.76% | 4 |
| SE England | 20.59% | 7 |
| SW England | 8.82% | 3 |
| London | 38.24% | 13 |
| Midlands | 0.00% | 0 |
| East Anglia | 5.88% | 2 |
| Wales | 0.00% | 0 |
| Scotland | 2.94% | 1 |
| Other (please specify) | 2.94% | 1 |
| | <i>answered question</i> | <i>34</i> |
| | <i>skipped question</i> | <i>0</i> |

Other (please specify)

Yorkshire

If you have shown the DVD to other people - how many people have you shown it to?

| answer options | Response Count |
|--------------------------|-----------------------|
| | 23 |
| <i>answered question</i> | 23 |
| <i>skipped question</i> | 11 |

Respondents

| | |
|----------|---------------------------|
| 1 | no |
| 2 | 17 |
| 3 | 2 |
| 4 | 3 |
| 5 | 16 |
| 6 | 30 |
| 7 | 5 |
| 8 | 0 |
| 9 | 10 |
| 10 | 0 |
| 11 | 30-40 |
| 12 | 30-40 |
| 13 | 0 |
| 14 | 15-20 |
| 15 | 1 |
| 16 | 10 |
| 17 | 6 |
| 18 | N/A |
| 19 | 1 |
| 20 | N/A |
| 21 | 0 |
| 22 | 0 but will in near future |
| 23 | family and friends |

Who did you show the DVD to?

| answer options | Response Percent | Response Count |
|--------------------------------|--------------------------|-----------------------|
| Employees | 38.89% | 7 |
| Service users/ clients | 16.67% | 3 |
| Interest group outside of work | 11.11% | 2 |
| Friends/ family | 44.44% | 8 |
| Other (please specify) | 22.22% | 4 |
| | <i>answered question</i> | 18 |
| | <i>skipped question</i> | 16 |

Other (please specify)

Staff development officer
 Training course attendees
 Participants in training session
 n/a

Did you find the DVD easy to watch and understand?

| answer options | Response Percent | Response Count |
|-----------------------|--------------------------|-----------------------|
| Very easy | 64.71% | 22 |
| Fairly easy | 35.29% | 12 |
| Not very easy | 0.00% | 0 |
| Not easy at all | 0.00% | 0 |
| | <i>answered question</i> | 34 |
| | <i>skipped question</i> | 0 |

Overall how useful did you find the DVD?

| answer options | Response Percent | Response Count |
|-----------------------|--------------------------|-----------------------|
| Very useful | 44.12% | 15 |
| Fairly useful | 52.94% | 18 |
| Not very useful | 2.94% | 1 |
| Not useful at all | 0.00% | 0 |
| | <i>answered question</i> | 34 |
| | <i>skipped question</i> | 0 |

Please tell us which sections of the DVD you found most and least useful.

| answer options | Least useful | Most useful | Response Count |
|--|---------------------|--------------------------|-----------------------|
| Introduction (module 1) | 23.8% | 76.2% | 21 |
| The Law (module 2) | 9.1% | 90.9% | 22 |
| Options for action (module 3) | 4.3% | 95.7% | 23 |
| Employment tribunals (module 4) | 23.1% | 76.9% | 26 |
| Where do we go from here? (module 5) | 13.0% | 87.0% | 23 |
| The law - full interview (DVD extra) | 43.5% | 56.5% | 23 |
| Law Centres and other advice (DVD extra) | 25.0% | 75.0% | 20 |
| | | <i>answered question</i> | 27 |
| | | <i>skipped question</i> | 7 |

Please tell us why you found sections of the DVD useful or not so useful and/or what stood out from watching different parts of the DVD.

| answer options | Response Percent | Response Count |
|--|--------------------------|-----------------------|
| Introduction (module 1) | 71.43% | 10 |
| The Law (module 2) | 78.57% | 11 |
| Options for action (module 3) | 42.86% | 6 |
| Employment tribunals (module 4) | 57.14% | 8 |
| Where do we go from here? (module 5) | 42.86% | 6 |
| The law - full interview (DVD extra) | 71.43% | 10 |
| Law Centres and other advice (DVD extra) | 50.00% | 7 |
| | <i>answered question</i> | 14 |
| | <i>skipped question</i> | 20 |

Feedback on DVD

Appendix 1

| | Introduction (module 1) | The Law (module 2) | Options for action (module 3) | Employment tribunals (module 4) | Where do we go from here? (module 5) | The law - full interview (DVD extra) | Law Centres and other advice (DVD extra) |
|----|--|--|--|---------------------------------|---|--|--|
| 1 | Clear | Already aware of most points | HR would handle this | Gave rise to discussion | clear | a little long | We have an in-house advice service |
| 2 | Too much detail, too legalistic | Bright, friendly, engaging | | | | | |
| 3 | good intro | good overview | law in practice | Too long | | | |
| 4 | very clear explanation- excellent for those delivering training who do not have my legal background | we do our own promotion but this may reach others via workplace etc through wider distribution | I deliver my own section on this in training | too vague | good outline | good overview for those with no prior knowledge who intended to "cascade" learning from my session | |
| 5 | Again a nice summary of the law. Perhaps more useful to lay people rather than advisers. | A good selection of speakers which made the message more personal. | Very interesting really | quite thought provoking. | n/a | n/a | a good summary of the law. I thought the general examples were good although perhaps some personal examples would have been better |
| 6 | Clear and concise facts | Clear and concise facts | Clear and concise facts | Clear and concise facts | Clear and concise facts | | |
| 7 | too detailed not easy for average worker | should be last resort - too long and detailed | did not watch | did not watch | | | |
| 8 | Easy to access advice | Repetitive, but more indepth, not necessarily, I found module 2 enough. | Gave clear advice | Gave factual information | Less useful as overview before information | | |
| 9 | opinions of ordinary people made it easy to relate to the topic | | | | | | |
| 10 | useful having the intro outside the Law Centre | Clear and concise | Clear, easy to understand | useful hearing advisers | good to actually see what the ET booklet looks like | Slightly too long | Very useful |
| 11 | slightly too long but needed to be included to ensure all facts covered. | | | | | | |
| 12 | very in depth and informative | need this to find help so very useful | important info for people considering action | good advice | excellent summary of the law | general overview was good | |
| 13 | I only recently came into employement which involves, or will involve, Human Rights, so I found the whole DVD useful as provided an overview of legislation and general information. | | | | | | |
| 14 | All sections are excellent | Can be used to illustrate other forms of discrimination | | | | | |

Please tell us what impact you think the DVD had on you and/or the people you showed it to.

| answer options | Response Percent | Response Count |
|---|--------------------------|-----------------------|
| Promoted debate | 40.00% | 10 |
| Improved understanding of discrimination & harassment | 84.00% | 21 |
| Improved understanding of the law | 80.00% | 20 |
| Improved understanding of rights among LGBT workers and / or LGBT community | 36.00% | 9 |
| Improved understanding of how to get legal help & advice | 56.00% | 14 |
| Improved understanding of options for action when you are being discriminated against or harassed | 76.00% | 19 |
| Has improved the culture of your workplace | 4.00% | 1 |
| Other (please specify) | 8.00% | 2 |
| | <i>answered question</i> | 25 |
| | <i>skipped question</i> | 9 |

Other (please specify)

Course attendees were from other organisations so hopefully they have passed on the message to their employees, managers and service users. The feedback on the course was very positive.

No discrimination at present but recommend that this is viewed in all school staff meetings.

Worksheets that accompany the DVD are now available on the Law Centres Federation website at www.lawcentres.org.uk/projects/detail/sorbaee/

| answer options | Yes | No | Response Count |
|--|------------|--------------------------|-----------------------|
| Have you used the worksheets? | 4.2% | 95.8% | 24 |
| If you have used the worksheets did you find them useful? | 20.0% | 80.0% | 5 |
| If you have not yet used the worksheets do you think you may use them in the future? | 72.2% | 27.8% | 18 |
| | | <i>answered question</i> | 26 |
| | | <i>skipped question</i> | 8 |

Any further comments about the DVD or the worksheets?

| Answer options | Response Count |
|--------------------------|----------------|
| | 12 |
| <i>answered question</i> | 12 |
| <i>skipped question</i> | 22 |

Respondents

- 1 We used the DVD on a training course together with the powerpoint presentation on the SORB regulations. From feedback we believe the combination of law, actual cases, peoples experiences and the DVD kept peoples interest, made the training more enjoyable and, hopefully, more effective.
- 2 Glad that worksheets are now available.
- 3 I have not got the wook sheets
- 4 More legal focus than on some practical examples - mention of keeping notes and diaries - would be useful to have had more examples of how people who have been discriminated against have used this.
- 5 I found some screens especially overviews of people in London slightly blurred, though I guessed this may be for confidentiality. Word pages also hard to focus on type as information was also superimposed behind the main text. Overall, I found the DVD interesting, informative and a great resource.
- 6 Good idea
- 7 A very well produced resource. Much too good to be issued for free!
- 8 NO.
- 9 Good to see something on a subject not often bought into the limelight.
- 10 I think this is an excellent tool for raising awareness and promoting a positive and inclusive working environment. Cultural change is urgently required many workplaces throughout this region and I will use this to educate RCN Representatives to enable them to promote good practice
- 11 It was superb and met many objectives and will be invaluable to the community and service users
- 12 It was easier to send paper documents rather than DVDs in our equality training packs. Packs given to trainers to train their own teams and cascade.

Would you find further legal education DVDs useful? Please make any suggestions for areas of law it would be useful to cover.

| answer options | Response Count |
|--------------------------|-----------------------|
| | 10 |
| <i>answered question</i> | 10 |
| <i>skipped question</i> | 24 |

Respondents

- 1 Recruitment, Black and Minority ethnic issues including recognition of religion in law
- 2 Yes. Possibly on Sex, Race and Age Discrimination. Basic Employment law.
- 3 Other strands of discrimination law.
- 4 Yes I thought the DVD was useful. Its a good primer. It highlighted what the law was and also talked about how to deal with discrimination on a practical level. It was also a good length. Perhaps a DVD on harrassment across all fields would be good.
- 5 Yes, I think the company I work in would look for further resources in the future.
- 6 Anti discrimination - disability
- 7 Really should be replicated for race discrimination. It remains the major source of employment discrimination disputes.
- 8 A general employment law DVD would be useful and could, perhaps, be distributed via workplace T.U.s
- 9 Would be interested in a similar look at issues relating to other diversity strands
- 10 no recommendations

SORBAEE GRANT APPLICATIONS - Summary

| Law Centre | GRANTS SORB | AGREED AGE | SUMMARY OF ACTIVITIES |
|---|------------------------|-----------------------|---|
| Avon & Bristol | 1500 | | Training for voluntary and community sector |
| Barnet | | 500 | Training for advice agencies |
| Bradford | 1500 | | Training for advice agencies |
| Brent | 1500 | | Training for voluntary and community sector |
| Bury | 1600 | | Public information day in shopping mall |
| Cambridge House | 1500 | | Training for voluntary and community sector |
| Cardiff | 2000 | | Training for voluntary and community sector |
| Carlisle | 1500 | | Training for advice agencies |
| Chesterfield | 1650 | 500 | Training for local TUs, solicitors, CABx, Law Centres and other advisers |
| Coventry | 1500 | 500 | Training for voluntary and community sector |
| Drumchapel Law & Money Advice Centre (Scotland) | 1500 | | Digital Roadshow, training for voluntary and community sector |
| Enfield | 2000 | | Training for advice agencies |
| Hammersmith & Fulham | 1500 | | Training to local TUs and advice agencies |
| Haringey | 2000 | | Training for advice agencies |
| Islington | 2000 | | Training for voluntary and community sector |
| Kensington & Chelsea | 1500 | | Training for advice agencies, voluntary and community groups |
| Kirklees | 1500 | 500 | Training for advice agencies |
| London Discrimination Unit, Lambeth Law Centre | 2000 | | Training for voluntary and community sector |
| Luton | 1500 | 500 | Training for voluntary and community sector as advisers and as employers |
| Newcastle | 1500 | 500 | Training for advice agencies, public and employers |
| Nottingham | 1500 | | Training for advice agencies |
| Paddington | 2000 | | Training for advice agencies and community sector |
| Plumstead | 1500 | | Awareness raising activities with local religious and LGBT groups |
| Rochdale | 1750 | 500 | Public meeting for faith groups and age training for advisers |
| Saltley & Nechells | 1500 | | Training for voluntary and community sector |
| Southwark | 1500 | 500 | Developing work sheets to accompany SO DVD. Training for advisers on Age |
| Streetwise | | 500 | Email bulletin and support to front-line advisers. Training for advisers. |
| South West London (covers 5 London Boroughs) | 7500 | | Training for employers |
| Trafford | 1500 | | Training for voluntary and community sector |
| Total | £50,000 | £4,500 | |

Summary of comments from community agencies Appendix 4

Summary of feedback from the activities

Haringey

Participants thought the training was very clearly presented by Richard Leong and the information and leaflets helpful. Evaluation of the free event, by participants, was good to excellent.

Lambeth

On the whole the feedback sheets showed that the whole exercise was a success in that delegates became more aware of possible discrimination claims and what to do if confronted with a client with such a case. The training was at the correct level and the training material was understandable and engaging. The delegates found the trainers to be well informed and effective in communicating a complex area of law. The only negative comments were that the venue was cold and the refreshments basic.

Newcastle - Race, Religion and Belief

47 people attended the afternoon training session. 28 monitoring forms were returned. Of these 28, 2 were solicitors, 11 local Government officers and the remainder were made up of police, students and the voluntary sector. The vast majority of people were happy with the administration of the event and the venue. 15 recording good and 8 excellent. On the downside there were 4 adequate and 1 poor mark. 23 people felt that the course had been advertised at the right level against 2 who didn't. There were also 3 excellent and 6 adequate, there were no poor marks overall.

Knowledge Questionnaire

The findings of returned evaluation forms showed that prior to training on a category of 1-5 with 1 as the lowest, 5 people selected category 1; 13 people selected category 2; 8 people selected category 3; 2 people selected category 4; 1 person selected the highest category 5.

After training the number of people selecting category 1 had dropped to 3; the number of people selecting category 2 had dropped to 7; the number of people selecting category 3 rose to 9; the number of people selecting category 4 rose to 5; the number of people selecting the highest category remained the same at 1.

Ability to Advise Questionnaire

The findings of returned evaluation forms show that prior to training on a scale of 1-5 with 1 as the lowest 9 people selected category 1; 13 people selected category 2; 5 people selected category 3; 2 people selected category 4; 1 person selected the highest category 5.

After training the number of people selecting category 1 dropped to 5; the number of people selecting category 2 dropped to 8; the number of people selecting category 3 rose to 7; the number of people selecting category 4 rose to 5; no-one selected the highest category.

Summary of comments from community agencies Appendix 4

Public Forum

There were a total of 26 people at the evening forum. Evaluation forms were not circulated at the event.

Sexual Orientation Training Session

32 people attended this session. 15 people returned monitoring forms and 17 training evaluation forms.

Knowledge Questionnaire

Analysis of the 17 returned Evaluation forms showed a positive response to the training session. Before the training participants described their knowledge of the area of law as generally poor. On a scale of 1 to 5 with 1 being the lowest, 4 people put themselves in the lowest bracket; 4 people selected category 2; 3 people selected category 3; and 2 people selected category 4; no-one selected the highest category 5.

After the training there was a very positive improvement in the number of participants confident to give advice on Sexual Orientation discrimination. The number of people selecting the lowest category 1 was reduced to zero; 5 people selecting category 2; 6 people selected category 3; 5 people selected category 4; no-one selected the highest category 5.

Ability to advise questionnaire.

The findings showing the ability to advise were also very good. Before the session on a scale of 1 to 5 with 1 being the lowest, 6 people selected category 1; 3 people selected category 2; 2 people selected category 3; 3 people selected category 4 and no one selected category 5.

After the sessions the number of people selecting the lowest category 1 has dropped to 2, and all other categories showed an increase except for the top category 5; 4 people selected category 2; 3 people selected category 3; 7 people selected category 4. Overall the session was very well received with 5 excellent ratings, 10 good and no negative scores. The best things highlighted from the event were the use of case studies, variety of exercises and the quality of the power-point presentation. Comments on the venue, refreshments, timing and handouts were all positive.

Age Discrimination Training Session

28 people attended the training. 23 monitoring forms were returned.

Knowledge Questionnaire

Before the training session on a scale of 1 to 5 with 1 being the lowest, 3 people selected category 1; 7 people selected category 2; 7 people selected category 3; 4 people selected category 4 and 1 person selected the highest category 5.

Following the session the number selecting the lowest category 1 had fallen to 1; the number of people selecting category 2 had fallen to 4; the number selecting category 3 had fallen to 2; the number selecting the second highest category 4 had risen to 12, no one had selected category 5.

Ability to advise questionnaire.

These results were equally positive. Before the training on a scale of 1 to 5 with 1 being the lowest 6 people selected category 1; 5 people selected category 1; 5 people selected category 2; 6 people selected category 3; 4 people selected category 4; no one selected the highest category 5.

Following the session the number of people selecting category 1 had fallen to 1; the number of people selecting category 2 had fallen to 3; the number of people selecting category 3 had risen to 3; the number of people selecting the second highest category 4 had risen to 13; no one had selected category 5.

Overall the session was very well received. 11 people regarded it as excellent, 7 as very good and 1 as ok. The venue, refreshments, timing and handouts were all well regarded. The most useful part of the session were the exercises and the question and answer session at the end of the training. No negative comments were recorded.

Saltley and Nechells

Positive mainly; some feedback indicated that some of the issues were difficult to grasp. Video and slides were useful.

Drumchapel

- "not judge people till I know them"
- "Treat all equally"
- "Have a look at our company's policies"
- "Think before I speak"

Islington

We used the template of the feedback form in the SORBAEE pack, although we did amend some of the details slightly. All the feedback we received was very positive about the training. The most interesting points to note were:

- The attendees seemed to find the practical, rather than theoretical aspect of the training most useful
- The case studies and discussions on the caselaw helped the attendees the application of law
- All attendees showed an increase in their self-assessment of knowledge on the relevant subjects
- Only one of the attendees chose to specify their religion/belief or sexuality.

Summary of comments from community agencies Appendix 4

Cambridge House

Most delegates found the training very useful and relevant.

Rochdale

The public meeting had 50 people attending, an interesting debate and publicity in the local press. The training session was also successful. The participants felt it had been very useful.

Southwark

All those who attended the forum stated that they thought the DVD was very good. One participant who attended from human resources thought that the DVD could be used in the context of diversity training but that they would be reluctant to show the later modules to staff – such as the modules referring to trade unions and tribunals.

Barnet

Generally trainees reported very high levels of satisfaction with the training and moved up at least 2 levels of knowledge of Age Discrimination after the training.

Avon and Bristol

People found the courses very useful. Some people found them too legalistic and would have wanted more tools to challenge discrimination. We are talking to VOSCUR (our local CVS) about doing more courses jointly with them.

Bradford

There was generally a low level of awareness of the law in this area amongst those attending the training. There was clearly a need for such training and all participants were enthusiastic and supportive of the purpose of the legislation.

Coventry

Verbal feedback from the events was a very positive and has enabled us to forge stronger links with various community groups within the city.

Luton

SORB – most people stated that they had some knowledge of the area, at the beginning, and indicated that they felt they had moved forward and were more confident in their knowledge and ability to advise, by the end of the course. Two people were already very knowledgeable, but still said they had found the course useful as confirmation and affirmation. Everyone was very satisfied with the practical arrangements, venue, refreshments etc.

AGE – Several people moved from rating themselves with 1s and 2s at the beginning to 4s by the end, so a good indication of increased confidence. Almost everyone said that the case studies the trainer used were the most useful and interesting part of the training. Everyone was happy with the venue, refreshments etc.

Summary of comments from community agencies Appendix 4

Paddington

In the adviser training all participants felt that they had achieved their objectives in attending the course and all felt very or fairly confident that the skills and knowledge they had learnt could be utilised in their jobs. Some felt the pace of the course was too fast (half day on each subject area) and some would have preferred more time for discussion and working on case examples, but recognised that this would have required longer courses. All participants were happy with the trainer and felt she had good knowledge of the subject areas and happy with course materials.

The community organisation session was well received and allowed more general discussion as the participants only needed to have the outline of the legislation in order to be able to raise knowledge of it within their communities. There was particular interest from this group of the position for employers as they felt this had relevance to their management committees and trustee boards. There was also interest in the position regarding volunteers and many people felt that a course designed for MC members would be useful.

Cardiff

All attendees noted an increase in their knowledge of and confidence to advise in the relevant areas of law. All listed satisfaction with the training session overall, with a number stating that the most useful points of the training were the case studies.

Carlisle

All attendees felt that their knowledge of the topics or their ability to advise on the topics had improved. All but one of the attendees rated the overall training as very good. The remaining attendee rated the training as good.

Streetwise

Good feedback was obtained from the event. Please see feedback sheets attached.

Kirklees

Very positive feedback especially in terms of raising awareness of the new legislation and of how to recognise and address issues presented by clients.

Summary of comments from community agencies Appendix 4

Bury

Uptake from the day:

Enquiries: Total = 43 of which 14 general interest, 29 issues.

Issue enquiries

| | | |
|-----------------|---|----|
| Employment | = | 7 |
| Immigration | = | 5 |
| Family | = | 3 |
| Consumer | = | 2 |
| Wills | = | 2 |
| Housing | = | 1 |
| Personal Injury | = | 1 |
| Race Harassment | = | 1 |
| Miscellaneous | = | 7 |
| | | 29 |

Signposting

| | | |
|-----------------|---|----|
| BLC employment | = | 1 |
| BLC housing | = | 1 |
| BLC immigration | = | 5 |
| BLC pro bono | = | 4 |
| Consumer Direct | = | 3 |
| Age Concern | = | 2 |
| Solicitors | = | 2 |
| REC | = | 1 |
| GMPERAS | = | 5 |
| No signposting | = | 5 |
| | | 29 |

Leaflets Taken

| | | |
|----------------------|---|----|
| BLC Services booklet | = | 36 |
| BLC Pro Bono flier | = | 5 |
| BLC Outreach (Urdu) | = | 1 |

| | | |
|-----------------------------------|---|---|
| Social Orientation Discrimination | = | 1 |
| Religious Beliefs Discrimination | = | 2 |
| Age Discrimination booklet | = | 2 |

| | | |
|-------------------------------|---|----|
| Citizens Advice time/services | = | 14 |
|-------------------------------|---|----|

62

Advice Survey/Prize Draw

| | | |
|-------------------------|---|----|
| Total entries completed | = | 16 |
|-------------------------|---|----|

Summary of comments from community agencies Appendix 4

Answers to questions

1. Advice services previously used:

| | | | | | |
|-----------------|---|---|--------------------------|---|---|
| Solicitors | = | 6 | CAB | = | 7 |
| Age Concern | = | 5 | Bury Housing Advice Team | = | 1 |
| Bury Law Centre | = | 1 | | | |

2. Type of problem:

| | | | | | |
|------------------|---|---|--------------------|---|---|
| Care services | = | 1 | Consumer | = | 3 |
| Debt | = | 1 | Divorce/separation | = | 1 |
| Housing | = | 2 | Immigration | = | 1 |
| Injury/accident | = | 3 | Neighbour dispute | = | 1 |
| Racial prejudice | = | 1 | Tax | = | 1 |
| Welfare Benefits | = | 1 | Wills | = | 3 |

3. Where you would look for advice?

| | | | | | |
|--------------|---|---|---------------|---|-------------|
| TV | = | 4 | Internet | = | 4 |
| Bury Times | = | 3 | Free paper | = | 2 |
| Yellow Pages | = | 4 | Local library | = | 4 |
| Ask friend | = | 7 | Other | = | via company |

4. Likely to be eligible for help under 'Legal Aid'

(passport benefits / wage threshold given):

| | | | | | |
|----------|---|---|----|---|---|
| Yes | = | 3 | No | = | 8 |
| No reply | = | 5 | | | |

5. Where did people come from:

Total answers given on borough map = 11

| | | |
|----------------------|---|---|
| Bury: Moorside Ward | = | 1 |
| Bury: East Wad | = | 1 |
| Bury: Redvales Ward | = | 1 |
| Radcliffe: East Ward | = | 2 |
| Unsworth Ward | = | 1 |
| Pilkington Park Ward | = | 1 |
| Sedgley Ward | = | 1 |
| Middleton | = | 1 |
| Heywood | = | 2 |

Summary of comments from community agencies Appendix 4

Nottingham

All advisors attending the training found the sessions very useful and informative and said that the training had given them a good understanding of the legislation and how to identify potential cases.

Trafford

The advisor training was rated as good or excellent from all delegates and every delegate felt that their knowledge and awareness of the subject improved. Positive feedback was received regarding the use of different training aids such as the DVD. Further information regarding tribunal procedure was requested by several delegates.

It was more difficult to collect information from the public forum although people were invited to record any comments on a form. The event attracted a small number of people from different backgrounds who engaged in lively debate with the speakers leading to the event being interesting for all. Feedback during the event was positive. Of the delegates that responded each stated that they felt the event was informative and worthwhile.

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